



MPSCS Newsletter

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MPSCS Presents at Michigan 2013 Statewide Interoperable Communications Conference

This year MPSCS was asked to present at the 2013 Michigan Interoperability Conference held in Traverse City. Along with participants such as U.S. Forestry, Federal Emergency Management Agency (FEMA), and the Department of Homeland Security, a group of MPSCS staff and managers attended the two and a half day event from February 17th to March 1st.

"... we can start to look at these components as a converged Emergency Management communications ecosystem."

Michigan State Police (MSP) has partnered with Learning Solutions for the past three years to host this conference. Mary Wichman who is the organizer from MSP said that "for the last three years MPSCS has attended and been an important part of the conference." This event brings federal, state, and local communications and emergency personnel together to discuss statewide interoperability issues and technology.

Attendees and presenters from our Agency included Randy Williams, Toney Casey, Dan Robinson, Mike McCarty, Jerry Nummer, Deputy Director Theron Shinew and Director Brad Stoddard.

Themes covered by this year's event revolved around Public Safety Broadband and FirstNet regarding what direction Michigan is heading in and what the state has already accomplished. The efforts of federal government in supporting interoperability efforts within the state was a topic of discussion also. Two unplanned events occurring within the last year, Super Storm Sandy and the I-96 Wixom shooting

spree incident, also provided valuable lessons in communications that were shared among participants.

Among other topics covered by MPSCS staff were a panel discussion about tracking the Wixom shooter and tools of public safety. This included a segment on Casam, an asset management program that allows administrators to see what communications resources are available

in their area.

Stoddard said that these conferences are a way to share "what we are doing in the state and to formulate our communication unity strategies across public safety broadband, Next Generation 911, and interoperable radios. This way we can start to look at these components as a converged Emergency Management communications ecosystem."

MPSCS also takes the Interoperability Conference as an opportunity to conduct surveys and receive feedback from a variety of local and state agencies about our performance and how we are doing in implementing our communication unity strategies. This feedback allows MPSCS to frame our course of action and plan for the future in the upcoming year.





Words From Our Director: Brad Stoddard

Partnerships and Information Sharing

Partnerships and information sharing — they are the basis of all initiatives and in traditional cases the stable approach to success. Whether you partner with a vendor or a government entity to procure a product or to deliver a service, if the partnerships are planned appropriately they will succeed.



In this case, the states of Indiana, Ohio and Michigan have been partnering with the opportunity to share information focused on public safety communications. My counterparts from Michigan's bordering states, Steve Skinner from Indiana and Darryl Anderson from Ohio, have been instrumental in the sharing of information respective to public safety communications within their states.

This effort started a number of years ago with all of our predecessors, and fizzled as they all went off to retirement or new jobs. As the three of us stepped into these roles, we recognized the value of reestablishing these face-to-face meetings amongst the three states.



What started off as just three of us has grown into a mix of state, local, and federal personnel coming together for a mid-day meeting with outcomes and action items to set the stage for activity

prior to our future meetings.

As we have grown in size as a group, so too have the topics we discuss. Initially, the discussions were focused on information sharing and strategy that could be gleaned from our counterparts. Since then, we have expanded our conversations to look towards system standards promoting state-to-state interoperability and also have a mix of management and technical discussions.



At the recent meeting held in March 2013, we were welcomed by the local 911 Director and had over thirty people representing the state and local interests. We were also fortunate to have members from the National Guard from Ohio, Michigan, and Indiana who are



called to support our entire region in large scale events. This discussion allowed us the opportunity to look at a big picture scenario not just with our states, but also to consider opportunities amongst the rest of the FEMA region 5 states. These meetings have accomplished far greater discussions than we ever set out to address.

We are fortunate that we are all passionate about the jobs we are assigned and possess the creativity to continue to foster and support these meetings as they bounce from the edges of each of our states.



Local Integrations and Project Updates

Marquette Dispatch - bought one operator position and looking at a second.

Cheyboygan-Charlevoix-Emmet Co. (CCE) - bringing 7 consoles to MPSCS for law enforcement as primary communications.

Montcalm Co., - law enforcement and EMS will be using MPSCS as primary communications and are adding console positions.

Wayne Co. - Microwave has been cutover.

Wayne Co. Airport - have new dispatch consoles, and will be coming onto the MPSCS system.

Conference of Eastern Wayne (CEW) - Integration complete.

Steeplejacks Attend NATE Conference

MPSCS Steeplejacks Dan Fitzpatrick and Rodney Anway had the opportunity to attend this year's 2013 National Association of Tower Erectors in Fort Worth Texas. The three day event was held from February 18th through the 21st.



Our Steeplejacks also received certificates in proper microwave and antenna installation and also type inspection authorization.

Fitzpatrick said that the conference was "very informational and the ability to meet with contractors and vendors face-to-face to discuss

Anway and Fitzpatrick received training in maintaining safe tower structures, rope access for safety and other uses in the tower industry and updates in Occupational Safety and Health Administration.

issues that affect us in our jobs and how best to resolve them was critical. Also to see some of the new equipment and material in the industry first hand will allow us to do our jobs more efficiently and this was obtained by attending this conference."

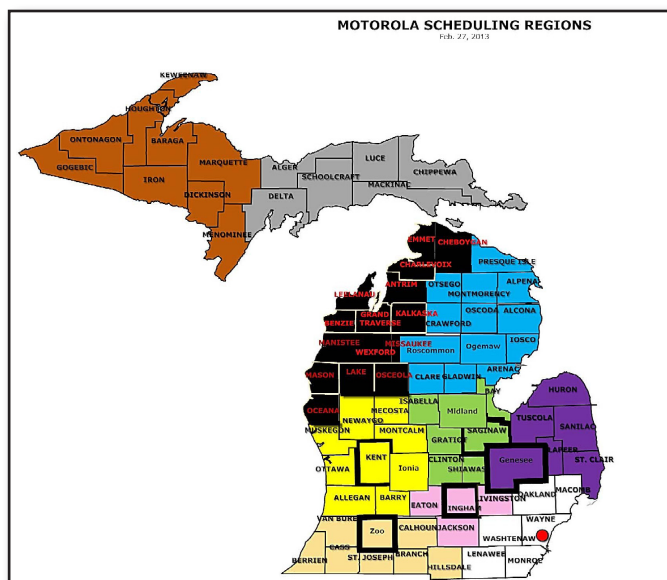
The MPSCS would like to congratulate Mackinaw Co. 911 Coordinator Bryce Tracy as the new Chief of St. Ignace Fire and Rescue.

800 MHz Rebanding Update

Radio rebanding continues to cover ground as more than 36,000 radios have now been rebanded. The rebanding teams have completed a first pass in the forty counties in the southern half of the Lower Peninsula; this includes all counties south of the line formed by Gladwin, Clare, Osceola, Lake and Oceana counties.

Second Rebanding Opportunity

The Rebanding Teams set up seven rebanding sites that will operate at various locations during April beginning on the 9th running through April 30th. This will provide an opportunity for agencies to get their remaining radios rebanded that were missed during the initial pass through these counties. Email notifications have been sent to every agency that has one or more radios that still have not been rebanded.



The seven regional rebanding sites are centrally located for groupings of counties to minimize the time and distance agencies will have to travel. The email notifications included the site locations as well as the days that each site will be open for rebanding. Consult the schedule emailed to your agency, or the link on the MPSCS website, to determine the sites that are most convenient to you.

The \$50 Reward Program

The program to reimburse agencies for the time and effort they expended to bring their radios to a rebanding site is continuing. As reported previously, Sprint recognized the need for agencies to take time out of their daily schedules to round up their radios, bring them to a site and return them would require

schedule changes, personnel shifts and costs for time and mileage. Sprint agreed to pay a flat \$50/radio for each rebanded radio, a reward for the effort made to get the radios rebanded.

Once all of an agency's radios have been rebanded, and a Payment Setup Form has been submitted to both Sprint and the \$50/radio Reward Clerk, Sprint will send the reward check directly to your agency. You will also receive an email when Sprint has been notified to pay the reward to your agency. Please call 517-333-4388 if you have any questions.

Important!!

Radios that have not been rebanded may not be effective once the Rebanding Project is complete. This may prevent communications at times of critical need and cause safety hazards. MPSCS will be migrating its state-wide Fixed Network Equipment onto the new rebanded frequencies.

Radios that have not been rebanded may not be able to find an available frequency immediately when they push-to-talk. In a critical situation, this could prove to be dangerous.

Agencies are responsible to ensure their radios are rebanded. The Rebanding Project provides an opportunity to have them rebanded without direct costs to your agency. You are also eligible to receive the \$50/radio reward for radios that are rebanded.

However, radios that have not been rebanded by the project will have to be rebanded by the agency at their own cost by a MSS shop or manufacturer's representative. The second rebanding opportunity project will be the last chance to receive free rebanding. Don't let this opportunity pass you by.



MPSCS Website Survey

In January of 2013, we sent out a survey for users to evaluate the Michigan's Public Safety Communications System website in a State of MI User Experience Usability (UX) Team Lab. Our MPSCS User Survey was designed to determine who our users are, and how to give them the best website user experience possible.

We listened to your suggestions and compiled data based on your answers. Some of the specific feedback we received included;



update training materials, a complete staff directory, and create a Facebook page.

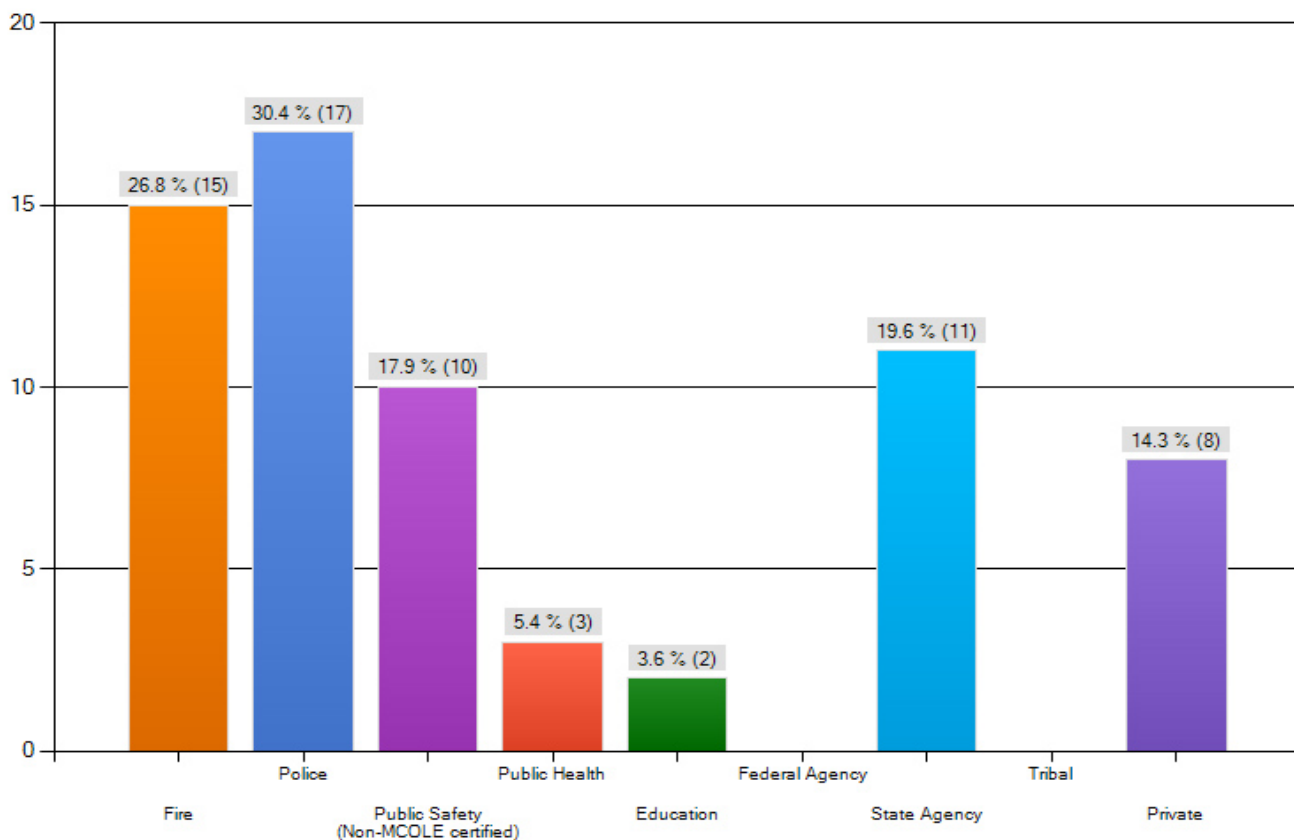
We will be integrating these suggestions into the website and have already created a Facebook page at:

www.facebook.com/thempscs

The next step in the UX Lab process will be a card sorting exercise to determine the best categories. Please let us know if you would like to participate or have ideas.

MPSCS Website Survey Results

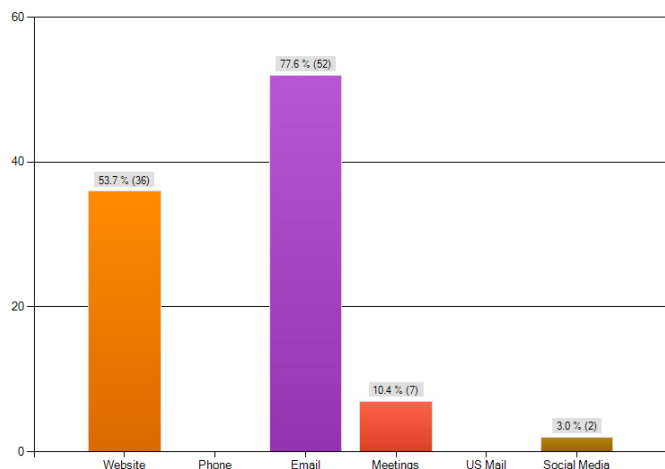
What type of agency are you with?



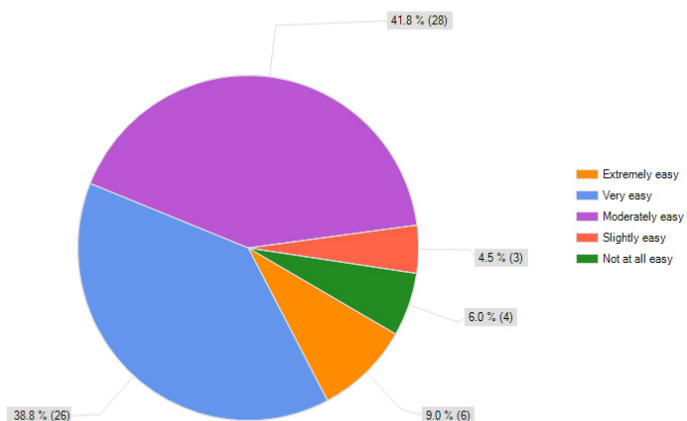


MPSCS Website Survey Results

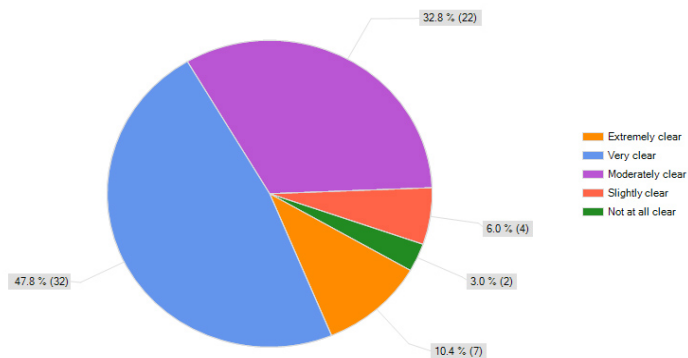
How do you prefer to get information from MPSCS?



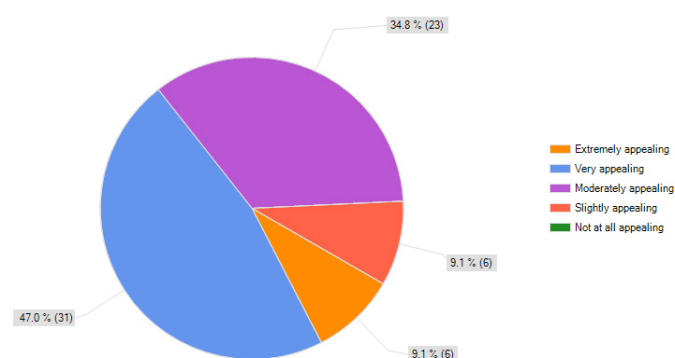
How easy is it to find the information you are looking for on our website at www.michigan.gov/mpscs?



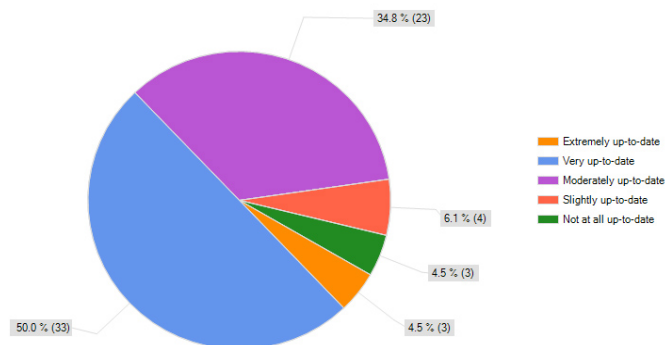
How clear is the information available on our website?



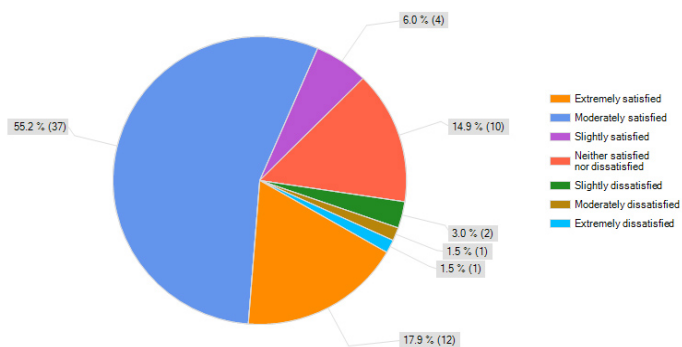
How visually appealing is our website?



How up-to-date is the content on our website?



Overall, how satisfied are you with our website?





MICHIGAN'S PUBLIC SAFETY COMMUNICATIONS SYSTEM

MPSCS USER GROUP MEETINGS

What are we doing right and what could we improve?

Do you have technical or billing questions?

Tentative Locations and Dates for 2013

Houghton, MI -

Tues., May 7, 2013

Franklin Square Inn

820 Sheldon Ave, Houghton, MI

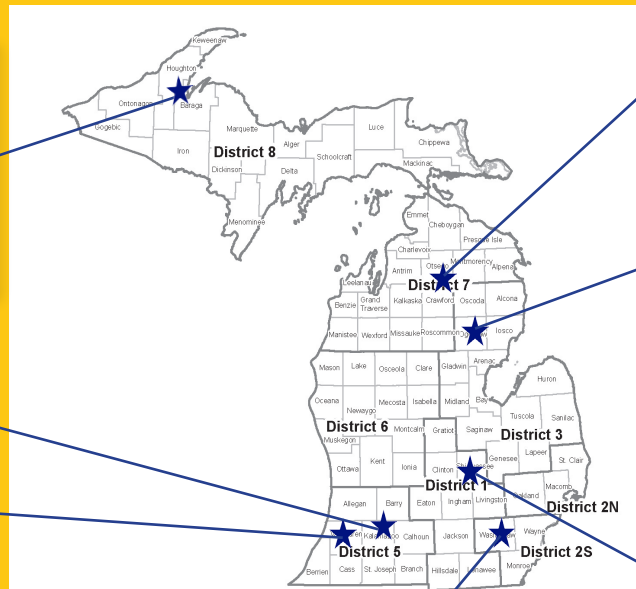
11:30 (lunch) - 2:30

www.houghtonlodging.com

Rebanding Update

Kalamazoo, MI

Van Buren (Berrien,
Allegan, Kent Co.)



Gaylord, MI

Ogemaw Co, MI
Wed., April 24, 2013

1:00 - 3:00

Ogemaw Co. 911 /
Emergency Management
205 S. 8th St.,
West Branch, MI 48661
Rebanding Update

Shiawassee (Clinton,
Gratiot, Genesee,
Saginaw Co.)

Washtenaw (Monroe, Wayne, Lenawee Co.)

For newsletter questions or concerns:

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Check out our website
and let us know what you
would like to see.
www.michigan.gov/mpscs

Want additional MPSCS information?

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